

Business addresses in advertisements by MNCs and large business houses

302. SHRI V. HANUMANTHA RAO: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether it is a fact that MNCs and large business houses, telecom companies, etc. do not furnish any fixed business addresses in their advertisements;
- (b) whether it is also a fact that, according to law, firms should give a specific address for consumers to send a written complaint;
- (c) the steps taken to ensure that a correspondence address will have to be given for consumers to send letters and complaints; and
- (d) the steps proposed by Government to make it compulsory for all firms which sell or advertise products to intimate a clear, precise and definite address?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN): (a) This Department has no such report.

(b) and (c) Packages covered under the Standards of Weights and Measures (Packaged Commodities) Rules, 1977, and intended for retail sale are required to declare the name and address of the manufacturer and or the packer or the importer as the case may be under sub-rule 1(a) to rule 6, amended vide Notification dated 17-7-2006. Vide new sub-rule 1A to rule-6, of these Rules, every package is required to bear the name, address, telephone number and email address, if available, of the person or office which can be contacted in case of consumer complaints.

(d) Violation of the Standards of Weight and Measures (Packaged Commodities) Rules, 1977 is punishable under the Standards of Weights and Measures Act, 1976.

Advertisements for consumer rights

303. SHRI V. HANUMANTHA RAO: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether Government have issued thousands of advertisements in newspapers to inform public of their rights;